

| SUCCESS STORY

KNOLSKAPE Designed and Executed a **Business Advisors Program** for an Irish-American IT Consulting Firm



CLIENT OVERVIEW

Industry: Information technology (IT)

The client is a multinational management consulting, technology services and outsourcing company headquartered in Dublin, Republic of Ireland. The firm is a constituent of the Fortune 500 global list and has approximately 505,000 employees serving clients in more than 120 countries.

CHALLENGE

Driving digital revenues was an important strategic priority for the client organization. The key to achieving this objective was for delivery managers who are in constant touch with their end clients to understand the business context of their clients, identify opportunities to add value through new digital services and develop the ability to articulate the value to their clients by demonstrating business acumen. The challenge, however, was that their delivery managers were technofunctional experts without much grounding in digital business models and business acumen. There was a critical need to build digital consulting skills with delivery managers at scale across locations.

SOLUTION

The client had identified “Business Advisors” that were included in key client deals. The mandate for business advisors was to contribute directly to the digital revenues of the company. To build the right capabilities for business advisors, the client approached KNOLSKAPE to create an experiential design that can build the mindset and the skillset needed for consulting.

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01 LEARNING COMPONENT

Business Modeling using Business Model Tool

02 LEARNING COMPONENT

Business Acumen using KNOLSKAPE's award-winning Build Your Business simulation

In the first part of the day-long program, the business advisors were equipped with structured tools and methodologies to understand the business model of their end clients. They were given the right frameworks to spot new opportunities. In the second part of the design, they understood the overall dynamics of how businesses function and how certain ideas implemented in one part of the organization can have an effect on a different part of the organization. With this understanding, participants were able to articulate the value proposition of their proposed ideas in a holistic manner.

The reports generated from the simulation helped the participants and the organization get an in-depth understanding of their readiness levels and development areas. The group reports also helped the organization understand the benchmarking scores of participants vis-à-vis other consultants in the industry when it comes to consulting capability.

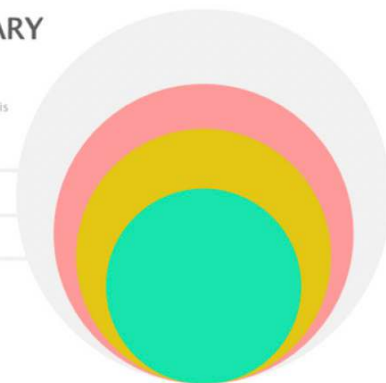
PERFORMANCE SUMMARY

Illustration of how you fared across the 3 competencies is shown here.

BUSINESS ACUMEN

STRATEGIC THINKING

MARKET ORIENTATION



In all, 2000+ business advisors were trained over a period of 18 months across different locations in India, Manila and China in a daylong classroom format. Some virtual sessions were also conducted to cater to the audience in the US.

Highlights & Outcomes

100+

Sessions

2000+

Participants

03

Countries

06

Locations

90%+

feedback score
with multi-modal
delivery model

04

business plans that could be
presented to senior leaders at the
client organization for further actioning

20

actionable ideas relating to their
clients business were produced in
every session

About KNOLSKAPE

KNOLSKAPE is a global leader in experiential learning with a mission to help organizations and employees become future ready. Using a large award-winning portfolio of simulations aligned with 100+ competencies and cutting-edge talent intelligence, KNOLSKAPE produces stellar outcomes for more than 400+ organizations across 75 countries.

Driven by research and thought leadership, KNOLSKAPE offers its products and solutions in a flexible subscription model powered by omni-channel delivery. A certified Great Place to Work® organization, KNOLSKAPE is a 150+ strong team with offices in Singapore, India, Malaysia, UK, and USA serving a rapidly growing global client base across industries such as banking and finance, consulting, IT, FMCG, retail, manufacturing, infrastructure, pharmaceuticals, engineering, auto, government, and academia.

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